

Sending a Family PACT Client to the Pharmacy

A good relationship with your local pharmacy is essential. Provide the pharmacy a copy of the formulary from the Family PACT Policies, Procedures and Billing Instructions (PPBI) Manual.

To ensure appropriate and timely reimbursement for the pharmacy, send the following items with the client:

1. **A prescription restricted to Family PACT formulary.** This includes condoms and spermicides, including foams, gels and other supplies.
2. **The client's Health Access Programs (HAP) Card number.** The HAP number is the number found on the teal blue identification card given to the client enrolled in the Family PACT Program. This number is used to bill for the prescription.
3. **A copy of the letter found on the reverse side of this page.** This letter can be personalized for each client.

Including the three (3) items above with the client's prescription should simplify the process by which your Family PACT clients receive their family planning supplies and/or medications.

Pharmacies can bill online for all items, including condoms, for faster reimbursement.

Explain to the client she/he has the right to prescription medications/supplies at no cost. Pharmacies not familiar with the Family PACT Program may inappropriately deny services or request that the Family PACT client pay for products, which are reimbursable by the program. Tell clients to call the provider if they are asked to pay for supplies or medications covered by Family PACT.

Sample Letter

DATE:

RE: Patient Name

Dear Pharmacy Provider,

I am sending this letter along with my patient to your pharmacy to get his/her prescription filled. This client is enrolled in the Family PACT Program, a publicly funded program for family planning and reproductive health services.

The California Department of Health Services has alerted us to a potential problem in the processing of Family PACT prescriptions because the prescriptions may be billed in the same manner as your Medi-Cal prescriptions. Since you may be processing these prescriptions using your Medi-Cal practice management system, alerts or edits regarding Code I restrictions or TAR requirements for Medi-Cal may be generated that are not applicable to the Family PACT Program and therefore, give a false indication of Family PACT services.

For Family PACT recipients with a Health Access Programs (HAP) Card (teal colored card), proceed past these alerts and submit claims for online adjudication. This processing will then inform you if the prescription is a service of the Family PACT Program.

Clients eligible for Family PACT services should not be turned away or asked to pay for their medications due to alerts generated by your own software programs. All covered medications and supplies should be provided at no cost to the client.

Should you have any questions, please call HAP at 1-800-257-6900.

Thank you for your cooperation.